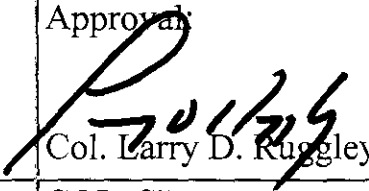


# Fort Campbell

## Sustainable Installation Management System

### ISO 14001

### Controlled Document

Originating Office: DPW Environmental Div.		Review Frequency: Annual
Document Title: Procedure for Corrective and Preventive Action		
Document ID: SIMS255		
Document Owner:	Approval:	Revision Level: 1
Trudy Carr	 Col. Larry D. Ruggley	Revision Date: 15 Jan 2006
SIMS Action Officer	COL, SF Garrison Cdr/SIMS Director	Original Date: 1 July 2005

#### 1. **PURPOSE:**

To provide a standard procedure to identify, document, analyze, and implement preventive and corrective actions.

#### 2. **SCOPE:**

This procedure is applicable to all Installation personnel and addresses Sustainable Installation Management System issues.

This procedure does not include the response to environmental non-compliance findings, which are reported and tracked through existing Army or installation systems. These findings include those tracked through the internal Environmental Auditing System program (EAS) and external Environmental Performance Assessment System (EPAS), findings resulting from compliance inspections by regulatory agencies, and findings from environmental compliance inspections performed by the Installation staff.

#### 3. **DEFINITIONS:**

**a. Corrective Action** — Action taken to eliminate the cause(s) of an existing nonconformity, problem, or unsatisfactory condition to prevent recurrence.

**b. Corrective/Preventive Action Request (CPAR)** — a request submitted using the procedures described in this document to initiate action for addressing a nonconformity, problem, or unsatisfactory condition.

**c. Originator** — Any individual who initiates corrective/preventative action requests.

**d. Preventive Action** — Action taken to eliminate the cause(s) of a potential nonconformity, problem, or unsatisfactory condition in order to prevent occurrence.

**e. Process Owner** — The individual responsible and accountable for improving the process in his/her charge and for implementing applicable corrective and/or preventive actions when necessary.

**f. SIMS Action Officer** - An individual appointed by the SIMS Director responsible for the operation of the ISO 14001 Sustainable Installation Management System (SIMS).

#### **4. SUPPORTING DOCUMENTS:**

<u>Document ID</u>	<u>Title</u>
SIMS260	Procedure for Internal Audits

#### **5. PROCESS:**

a. Originator of the Corrective/Preventive Action Request (CPAR) shall:

(1) Where appropriate use normal supervisory channels to address the condition, and submit a CPAR if needed.

(2) Prepare a CPAR using the format at Appendix A. Complete the "Originator Completes" section and submit transmitting by email (preferred) or hard copy to the SIMS Action Officer. (email:trudy.carr@campbell.army.mil; office symbol: IMSE-CAM-PWE (ATTN: Trudy Carr))

Examples of issues for which a CPAR may be submitted:

- Recurring problems with a particular operation or process
- Internal or external SIMS audit findings
- Management Review actions
- Changes in regulations or Installation requirements
- Emergency preparedness and response after-action reviews following exercises or actual responses
- Internal or external communications problems or issues
- A defective work instruction, procedure or form

b. SIMS Action Officer shall:

(1) Review the CPAR.

(2) If the CPAR is inappropriate for further processing, close the CPAR with no action and notify the originator as to the reason along with point of contact for the originator to appeal the decision. Annotate on the CPAR in the "SIMS Action Officer Completes" section.

(3) If the CPAR is appropriate for further processing, identify the process owner and forward

the CPAR to the process owner after completing the "SIMS Action Officer Completes" section.

c. Process Owner shall:

- (1) Investigate the SIMS nonconformance, problem, or unsatisfactory condition and identify the root cause.
- (2) Identify the appropriate preventive or corrective action, including the proposed implementation date.
- (3) Complete paragraphs a-d of the "Process Owner Completes" section of the CPAR, and submit to management for review and approval.
- (4) After approval by management, implement the preventive/corrective action. Note the actual implementation date and management approval on the CPAR.
- (5) Upon completion of the action, forward the completed CPAR to the SIMS Action Officer

g. SIMS Action Officer shall:

- (1) When notified by the process owner that implementation is complete:
  - (a) Provide CPAR status, preventive or corrective action, and other pertinent information for SIMS Management Reviews as needed.
  - (b) Inform the CPAR Originator of the action taken on the request.

**6. DOCUMENT REVISION SUMMARY:**

Original Document Issue Date: 1 July 2005		
REVISION NUMBER	DATE OF REVISION	REVISION SUMMARY
1	15 Jan 2006	Knowledge Share category changed to "SIMS"

APPENDIX A  
CORRECTIVE AND PREVENTIVE ACTION REQUEST FORMAT

**Originator Completes:**

- a. Originator's name (First MI Last):
- b. Originator's Organization:
- c. Originator's Email address:
- d. Originator's Office Phone number:
- e. Originator's supervisor name and title:
- f. Narrative description of SIMS nonconformance, problem or unsatisfactory condition:
- g. Suggested correction or preventive action (optional):

**SIMS Action Officer Completes**

- a. CPAR closed with no action: y/n
- b. Further action recommended: y/n
- c. Name of process owner:
- d. Name of process owner's supervisor:
- e. Date CPAR forwarded to process owner's supervisor for action:

**Process Owner Completes:**

- a. Problem statement: (narrative)
- b. Root Cause of Problem: (narrative)
- c. Action recommended: (narrative)
- d. Proposed implementation date:
- e. Management approval: y/n
- f. Actual implementation date: